

CITY *Visions*

A MONTHLY PUBLICATION OF THE CITY OF MORGAN HILL • JANUARY 2002

Community Foundation Seeks Leaders For Permanent Board

THE MORGAN Hill Community Foundation is looking for community leaders to become members of their permanent Board of Directors. "There are many outstanding leaders in the Morgan Hill area who possess the right combination of professional achievement and dedication to our community," said Interim Board Chair Greg Sellers. "This is a unique opportunity for those individuals to make a dramatic impact on the future of Morgan Hill."

Board members must either live or work in the Morgan Hill area and have extensive board membership or related experience. They must also bring professional expertise in the areas of finance, marketing, health services, nonprofit administration, recreation or related fields. Board members will serve staggered terms beginning in March, 2002, and must commit to actively participating in all Board activities for the duration of their term.

The Morgan Hill Community Foundation is a nonprofit corporation whose mission is to "support efforts that enrich the lives of all those who live in the greater Morgan Hill community through promoting, funding, administering and supporting recreation, arts and other programs." In addition to its own activities, MHCF will assist other nonprofit Morgan Hill community organizations.

Individuals interested in serving on the Morgan Hill Community Foundation are encouraged to contact the Interim Board Chair Greg Sellers at 778-4567, or Interim Secretary Bruce Tichinin at 779-9194. ☎



Cable Customer Service Standards

AS YOUR representatives, we are very concerned about the cable television customer service that you receive. While the City cannot dictate the price nor the programming options offered by our cable television provider, we can demand that customers receive good service. Charter is obligated to comply with the City's customer service standards and penalties designed to ensure that local residents get the customer service they deserve.

If you have received service from Charter that does not meet the City's customer service standards, contact them at 866-731-5420 for assistance. If you believe that you are not being offered the relief legally due to you, call us at 779-7247 and ask for a "Cable Television Complaint Form." Once a completed form is returned, City staff will pursue your complaint as called for in the City's Ordinance.

Answering the Phone

Charter must have enough telephone lines and customer service representatives to assure that calls are



answered before the fourth ring and that, once the phone is answered, customers are not on hold for more than 30 seconds during normal operating conditions. These particular standards are to be met at least 95% of the time. Customers must receive a busy signal less than 3% of the time.

Service Calls and Appointments

Installations in areas already served by cable shall occur within five days after the installation is requested.

Customers scheduling a service call shall be given a four hour "window" between Monday and Saturday during which the technician will arrive.

Charter shall not miss service call appointments. An appointment is not considered missed, however, if a technician arrives during the scheduled appointment "window" and an adult is not present to let the technician in. In this case, the technician must leave written notification of arrival. An appointment canceled by Charter after the close of business on the day prior to the appointment is considered a missed appointment.

Upon request, Charter shall pickup and/or replace cable equipment within 14 days if a subscriber is mobility-limited.

Charter must respond within two hours (including weekends) to a service request when an outage affecting five subscribers or more has occurred. For outages affecting four or fewer subscribers, Charter must respond within 24 hours (including weekends.) For service requests addressing inferior signal quality, but not outages, Charter must respond no later than the following business day excluding Sundays and holidays. For all of the above service requests, Charter will be deemed to have responded when a technician arrives at the service location and begins working on the problem.

Charter shall determine the nature of a problem within 24 hours of commencing work and resolve all cable system related problems within three business days unless technically infeasible.

Charter may not charge for the repair or replacement of defective or malfunctioning equipment provided to subscribers unless the defect or malfunction was caused by the subscriber.

Billing

Billing disputes shall be responded to in writing within 30 days. Late fees or penalties shall not be charged when Charter fails to issue correct billing statements in a timely manner. Subscribers terminating service shall be issued a refund within 30 days of the return of cable equipment.

Subscribers shall be notified of any change in rates, programming services and channel positions at least 30 days before the change takes place if the change is within Charter's control.

Miscellaneous

Charter shall provide information annually to all subscribers on their products and services, prices, policies, and consumer protection standards.

Customers shall be notified 48 hours prior to scheduled service interruptions in excess of two hours.

Upon customer request, Charter shall terminate or downgrade a customer's service without charge. This change in service shall be accomplished within five days of the request.

Charter shall provide parental control devices at no charge to subscribers requesting them.

Schedule of Penalties

The standards relating to phone service are monitored by the City and Charter may be fined if it fails to meet them. Any fines received will be contributed to the City's General Fund.

Given that all of the remaining standards affect individual subscribers, or groups of subscribers, the prescribed penalties are designed to offer the affected customers direct relief. In general, subscribers who experience service that does not meet any of the remaining standards (Service Calls and Appointments, Billing, and Miscellaneous), are entitled to one month of free basic service. The exceptions to this general rule are as follows:

- 1) A free installations will be given to customers who experience a missed installation appointment;
- 2) 2 months of free basic service will be given to customers who experience 2 missed appointments in addition to the month of free basic service or installation they are entitled to for the first missed appointment;
- 3) Customers requesting a parental control device who do not receive one are entitled to 3 months of free basic service;
- 4) Customers experiencing a cable system related problem for more than 3 days shall receive 1 month of free basic service and an additional free month for each additional 7-day period that the problem remains unresolved;
- 5) Customers experiencing a service interruption of 4 hours or more in a day shall receive 1 free day of service for each day they experience an interruption;
- 6) There is no penalty associated with the standards prohibiting the charge for defective equipment and late fees resulting from incorrect billing statements. ☞



COMMUNITY GUIDE



CHANNEL 17 PROGRAMMING GUIDE

CITY COUNCIL MEETINGS

SPECIAL SESSION: 1/9 7PM LIVE
1/10 NOON REPLAY
1/12 8PM REPLAY
1/13 NOON REPLAY

REGULAR SESSION: 1/16 7PM LIVE
1/17 NOON REPLAY
1/19 8PM REPLAY
1/20 NOON REPLAY

JOINT RDA SESSION: 1/23 7PM LIVE
1/24 NOON REPLAY
1/26 8PM REPLAY
1/27 NOON REPLAY

SPECIAL SESSION: 1/30 7PM LIVE
1/31 NOON REPLAY
2/2 8PM REPLAY
2/3 NOON REPLAY

PLANNING COMMISSION MEETINGS

REGULAR SESSION: 1/8 7PM LIVE
1/9 NOON REPLAY
1/12 8PM REPLAY
1/13 NOON REPLAY

REGULAR SESSION: 1/22 7PM LIVE
1/23 NOON REPLAY
1/26 NOON REPLAY
1/27 8PM REPLAY

THE MORGAN HILL COMMUNITY & CULTURAL CENTER GROUND BREAKING CEREMONY

9AM & 4:00PM DAILY
FRIDAY 7:PM

FUGITIVE WATCH

11AM. & 6:00PM DAILY
FRIDAY 9:00PM

CITY ELECTED OFFICIALS

MAYOR **Dennis Kennedy** 779-7259
MAYOR PRO TEMPORE **Greg Sellers** 778-2370
COUNCILMEMBER **Larry Carr** 779-9622
COUNCILMEMBER **Hedy L. Chang** 778-0511
COUNCILMEMBER **Steve Tate** 779-6992
CITY CLERK **Irma Torrez** 779-7259
CITY TREASURER **Michael Roorda** 778-3653

CITY EXECUTIVE STAFF

CITY MANAGER **J. Edward Tewes**
CITY ATTORNEY **Helene L. Leichter**
ASSISTANT TO THE CITY MANAGER **Melissa Stevenson Dile**
ASSISTANT TO THE CITY MANAGER **Anthony Eulo**
BUSINESS ASSISTANCE/HOUSING SERVICES DIRECTOR **Garrett Toy**
COMMUNITY DEVELOPMENT DIRECTOR **David Bischoff**
COUNCIL SERVICES AND RECORDS MANAGER **Irma Torrez**
FINANCE DIRECTOR **Jack Dilles**
HUMAN RESOURCES DIRECTOR **Mary Kaye Fisher**
POLICE CHIEF **Gerald T. Galvin**
PUBLIC WORKS DIRECTOR **Jim Ashcraft**
RECREATION MANAGER **Julie Spier**

CONTACTING YOUR CITY

Hours: Monday - Friday, 8AM to 5PM
Address: 17555 Peak Avenue, Morgan Hill, CA 95037

Animal Control 776-7300
Building Inspection 779-7241
Business Assistance & Housing Services 776-7373
City Clerk 779-7259
City Manager 779-7271
Environmental Programs 779-7247
Finance 779-7237
Fire Department (County Fire) 378-4010
Job Hotline 779-7276
Planning: Land Use / Zoning 779-7247
Police Administration 776-7315
Public Works 776-7337
Recreation 779-7271
Water 779-7221
Volunteer Programs 779-7278

City Hall Fax Number 779-3117
City Website: <http://www.morgan-hill.ca.gov>

CONTACT THE EDITOR

Questions or comments about City Visions are welcome. Contact Editor Anthony Eulo at 779-7247 or environ@ch.morgan-hill.ca.gov. City Visions is published monthly by the City of Morgan Hill.

COMMUNITY EVENTS CALENDAR

CITY OFFICES CLOSED • JANUARY 21

City Offices will be closed on January 21 for the Martin Luther King Jr. holiday.

DID YOU KNOW?

Your new Morgan Hill Eco Calendar contains meeting information for many of the City's Council and Commission sessions as well as your garbage and recycling collections schedules.

Didn't receive the beautiful new calendar? Call 779-7247 and get one!




Morgan Hill Home Improvement Loan Program Can Help Residents



Is your home or rental property in disrepair? Does it need a new roof, plumbing, kitchen, bathroom, garage door, painting, landscaping, or other costly repairs? If so, the Redevelopment Agency's Housing Rehabilitation Loan Program may be able to help.

This program is designed to help Morgan Hill property owners improve their property. Loans of up to \$40,000 for single-family homes or \$65,000 for apartment buildings are available for applicants meeting income limitations. Interest rates vary from 3.75% to 7% depending upon the income level of the applicant or occupants of the property.

To learn more, contact Steve Pendleton at the Business Assistance and Housing Services Department at 776-7373 or at bahs@ch.morgan-hill.ca.gov. 

Article by Steve Pendleton, 776-7373.




MORGAN HILL COMMUNITY BLOOD DRIVE

Our blood supply is low and the need for blood donations is real. Please consider being a blood donor.

When:
Monday, February 11th, 2001

Time:
10:00 am - 3:00 PM

Location:
City Hall, Council Chambers
17555 Peak Ave., Morgan Hill

To schedule an appointment, contact the American Red Cross at 1-800-GIVE-LIFE (1-800-448-3543) or you can sign up online at www.beadonor.com Thank you and see you there! 



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CITY VISIONS - CITY OF MORGAN HILL
17555 PEAK AVENUE
MORGAN HILL, CA 95037

PRSR STD
U.S. POSTAGE
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TO: MORGAN HILL RESIDENT